

Substitute for Form 1449/PTO

# INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Complete if Known

Application Number	09/820,333
Filing Date	March 28, 2001
First Named Inventor:	Pavitra Subramaniam
Art Unit	2179
Examiner Name	Tran, Mylinh T.
Attorney Docket Number	5306P026

1

of

3

## U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Document Number		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (If known)				
M		US-	4,730,270	3/8/1988	Okajima et al.	
M		US-	5,341,469	8/23/1994	Rosberg et al.	
M		US-	5,566,330	10/15/1996	Sheffield	
M		US-	5,745,882	4/28/1998	Bixler et al.	
M		US-	5,802,493	9/1/1998	Sheflott et al.	
M		US-	5,826,240	10/20/1998	Brockman et al.	
M		US-	5,854,927	12/29/1998	Gelissen	
M		US-	5,878,423	3/2/1999	Anderson et al.	
M		US-	5,933,816	8/3/1999	Zeanah et al.	
M		US-	6,038,668	3/14/2000	Chipman et al.	
M		US-	6,131,085	10/10/2000	Rossides	
M		US-	6,182,095 B1	1/30/2001	Leymaster et al.	
M		US-	6,256,620 B1	7/3/2001	Jawahar et al.	
M		US-	6,289,513 B1	9/11/2001	Bentwich	
M		US-	6,311,190 B1	10/30/2001	Bayer et al.	

## FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document			Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup>	Number <sup>4</sup>	Kind Code <sup>5</sup> (if known)				
<i>M</i>		WO	00/33226 A1		06/08/2000	Coker et al.		

Examiner Signature	<i>M</i>	Date Considered	4/14/05
--------------------	----------	-----------------	---------

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. <sup>1</sup>Applicant's unique citation designation number (optional). <sup>2</sup>See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup>Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup>For Japanese patent documents, the indication of the year of reign of the Emperor must precede the serial number of the patent document. <sup>5</sup>Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup>Applicant is to place a check mark here if English language translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SENT FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

Substitute for Form 1449/PTO

# INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Complete if Known

Application Number	09/820,333
Filing Date	March 28, 2001
First Named Inventor:	Pavitra Subramaniam
Art Unit	2179
Examiner Name	Tran, Mylinh T.
Attorney Docket Number	5306P026

2

of

3

## U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Document Number		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (If known)				
<i>ML</i>		US-	US 2002/0016731 A1	2/7/2002	Kupersmit	
<i>ML</i>		US-	US 2002/0029154 A1	3/7/2002	Jaor	
<i>ML</i>		US-	US 2002/0035486 A1	3/21/2002	Huyn et al.	
<i>ML</i>		US-	US 2002/0059283 A1	5/16/2002	Shapiro et al.	
<i>ML</i>		US-	US 2002/0065683 A1	5/30/2002	Pham et al.	
<i>ML</i>		US-	US 2002/0140731 A1	10/3/2002	Subramaniam et al.	
<i>ML</i>		US-	US 2003/0167197 A1	11/14/2002	Shoemaker et al.	
		US-				
		US-				
		US-				
		US-				
		US-				
		US-				
		US-				
		US-				

## FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document			Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup>	Number <sup>4</sup>	Kind Code <sup>5</sup> (if known)				

Examiner  
Signature*[Signature]*

Date Considered

4/14/05

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. <sup>1</sup>Applicant's unique citation designation number (optional). <sup>2</sup>See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup>Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup>For Japanese patent documents, the indication of the year of reign of the Emperor must precede the serial number of the patent document. <sup>5</sup>Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup>Applicant is to place a check mark here if English language translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

Substitute for Form 1449/PTO		<b>Complete if Known</b>	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> (Use as many sheets as necessary)		Application Number	09/820,333
		Filing Date	March 28, 2001
		First Named Inventor:	Pavitra Subramaniam
		Art Unit	2179
		Examiner Name	Tran, Mylinh T.
Sheet 3 of 3	Attorney Docket Number	5306P026	

### NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T <sup>2</sup>
<i>ml</i>		NEIL, STEPHANIE, "Calling All Customer," PC Week, v15, n37, p63(1), Sept. 14, 1998, ISSN: 0740-1604, DialogWeb, pages 1-5. (7 pgs.)	
<i>ml</i>		KASAHARA, KIYOSHI, "CTI: Building Better Bridges to Customers," Teleconnect, v15, n3, pS8(6), March, 1997, ISSN: 0740-9354, DialogWeb, pages 1-7. (8 pgs.)	
<i>ml</i>		PCT Notification of Transmittal of The International Search Report or The Declaration for PCT Counterpart Application No. PCT/US02/22279 Containing International Search Report (March 3, 2003)	

Examiner Signature	<i>[Signature]</i>	Date Considered	4/14/05
--------------------	--------------------	-----------------	---------

\*Examiner: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup>Applicant's unique citation designation number (optional). <sup>2</sup>Applicant is to place a check mark here if English Translation is attached.  
 This collection of information is required by 37 CFR 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.  
 If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.